Bestmile and Ottopia provide the first Fleet Control Tower with built-in Teleoperation

LAUSANNE - Switzerland and TEL AVIV - Israel, (July 15, 2020) – If Bestmile and Ottopia have their way, when an autonomous vehicle experiences a technical glitch or an obstacle it doesn’t understand, the passengers may not even notice and deliveries will be made as scheduled.

That’s because the two companies -- Bestmile with a best-in-class fleet orchestration platform; and Ottopia with its safe teleoperation technology -- are partnering to deliver a remote control solution that enables entire fleets for transit or logistics to adapt when remote control is needed, in order to minimize service disruptions.

“This engagement between Bestmile and Ottopia adds remote vehicle control to the Bestmile mobility platform,” says Roger Lanctot, director of mobility for Strategy Analytics. “This is the crucial ingredient to deliver complete mobility solutions while also enabling expanded testing of autonomous vehicles.”

Teleoperation refers to a human operator providing remote assistance, from a fleet control center for example, to an autonomous vehicle. This meets regulations for safety and eliminates the need and expense of an attendant onboard each vehicle.

“When a teleoperation intervention is needed, it can affect an entire fleet of vehicles that are responding to trip requests and delivering passengers and packages,” said Raphael Gindrat, CEO of Bestmile. “The integration of these two technologies ensures that fleet operations can seamlessly adapt to any situation.”

Ottopia’s teleoperation ensures a high-quality, ultra-secure video link between the vehicle and the teleoperator with minimal network delay and crystal-clear vision. The system can also alert remote operators to routes around unexpected obstacles, which the operator can accept, eliminating the need to take over control of the vehicle at all.
Bestmile’s Fleet Orchestration Platform automates dispatching, ride matching and routing of autonomous and human-driven fleets, matching vehicles with passengers or packages based on current and historical demand, to provide predictable fleet utilization for operators and service levels for rides and deliveries.

Together, the two solutions enable the smooth automation of fleet operations, from vehicle dispatching to disruption management. Any change is immediately handled and the entire fleet is updated with the latest vehicle availability and locations. Vehicles and missions are automatically redistributed to avoid any further disruptions, and customers are alerted about any changes in their trips or deliveries.

“Bestmile and Ottopia give mobility providers an integrated solution that solves two very important problems,” said Amit Rosenzweig, CEO of Ottopia. “Teleoperation ensures vehicle safety and mission continuity while fleet orchestration ensures service performance.

About Bestmile

Bestmile’s Fleet Orchestration Platform empowers mobility providers to deploy, manage and optimize autonomous and conventional vehicle fleets, supporting time-based and on-demand services, regardless of the vehicle brand or type. The Bestmile platform allows operators to support multi-service offerings in a safe and efficient manner by integrating new mobility services in the existing transportation ecosystem. Bestmile’s Fleet Orchestration Platform is being used daily throughout the world in shared autonomous and conventional fleets in pedestrian areas and on public roads. Incorporated in 2014, Bestmile has global offices in San Francisco (USA) and Lausanne (Switzerland).

About Ottopia

Ottopia does teleoperation. We develop and provide all key technologies to control vehicles remotely and safely. Our proprietary platform enables humans to control any type of vehicle remotely, in a manner that is safe and cyber-secure. Our customers save lives and save money by deploying our teleoperation platform in their autonomous fleets – trucks, forklifts, shuttles and other types of vehicles.